

**BOARD OF FUNERAL SERVICES
CONTINUING EDUCATION COMMITTEE**

SEPTEMBER 28, 2005 MINUTES – AS APPROVED OCTOBER 26, 2005

The Board of Funeral Services Continuing Education Committee held a meeting on Wednesday, September 28, 2005 at 9:00 a.m. in the Cannon Building, second floor, Conference Room B, 861 Silver Lake Blvd., Dover, Delaware.

Present:

Lyle Dabson, Chairman, Presiding

Thomas E. Melvin

Robert L. Herrington, Jr.

Dana M. Spruill, Administrative Specialist II

CALL TO ORDER

Mr. Dabson called the Committee meeting to order at 9:00 a.m.

REVIEW OF COMMITTEE MEETING MINUTES

Mr. Melvin made a motion, seconded by Mr. Dabson, to approve the Minutes of the June 22, 2005 Committee meeting. The motion was carried unanimously.

Mr. Herrington arrived at the meeting at 9:02 a.m.

REVIEW OF REQUESTS FOR CONTINUING EDUCATION PRE-APPROVAL

The Committee recommended approval of the following requests for continuing education credit:

- a. National Funeral Directors & Morticians Association, Inc.
 - 1. New Members and Convention Orientation – 1 hr
 - 2. Avoiding Sexual Harassment Claims – 1 hr
 - 3. The Right of Disposition – 1 hr
 - 4. A Morning with Leaders – 1.5 hrs
 - 5. Computer Lab – 1.5 hrs
 - 6. Organ, Tissue and Bone Donations – 2.5 hrs
 - 7. Financing Your Funeral Home Project – 1.5 hrs
 - 8. The Impact of the Casket Store – 1.5 hrs
 - 9. Basic Compliance Overview – 1.5 hrs

- b. National Funeral Directors Association
 - 1. NFDA Annual Convention
 - a. The Inner Secrets of Outrageous Marketing – 3 hrs
 - b. Cemetery and Funeral Home Staff: Can't We All Just Get Along? – 1 hr
 - c. CFSP: It's the Next Step in Your Professional Career – 1 hr
 - d. New Overtime Rules, Federal Wage & Hour Laws – 1 hr
 - e. Renovating Your Funeral Home for Today's Families – 1 hr
 - f. The Perfect Stranger's Guide to Funeral Etiquette in Other People's Religious Ceremonies – 1 hr
 - g. Embalming the Obese Case – 1 hr
 - h. Military Funeral Honors and the Important Role of the Funeral Director – 1 hr
 - i. Price List Options and the Funeral Rule – 1 hr
 - j. Setting Up and Controlling Your Cemetery and Funeral Home Sales Program – 1 hr
 - k. Double Your Memory in 90 Minutes! – 1.5 hr
 - l. Body Preparation and Practices for Different Religions – 2 hrs
 - m. Having Fun with OSHA – 2 hr
 - n. Human Resource Skills for Small Businesses – 2 hrs
 - o. Who and What Are Driving the Cremation Phenomenon and How to Deal With the Cremation Customer – 2 hr
 - p. Effective Preneed Solutions to Protect and Grow Your Business – 2 hr
 - q. Policies and Procedures: The Foundation to Crematory Operations – 2 hr
 - r. Strength in Numbers: Exploring Ideas for Similar Size Firms (Small) – 2 hr
 - s. Strength in Numbers: Exploring Ideas for Similar Size Firms (Medium) – 2 hrs
 - t. Strength in Numbers: Exploring Ideas for Similar Size Firms (Large) – 2 hrs
 - u. Strength in Numbers: Exploring Ideas for Similar Size Firms (XLarge) – 2 hrs
 - v. Strength in Numbers: Exploring Ideas for Similar Size Firms (XXLarge) – 2 hrs
 - w. What's Beyond Good-Bye? Becoming a Full Service Funeral Home – 2 hr
 - x. Opening Session: Above All Else: The Power of Passion – 1 hr
 - y. The Power of a Book – 1 hr
 - z. 60 Excellence Ideas in 60 Minutes – 1 hr
 - aa. How to Conduct Secular Tribute Services – 1 hr
 - bb. Legal and Ethical Considerations of Organ and Tissue Donation – 1 hr
 - cc. Through the Eyes of a Child: Our Role – Their Perspective – 1 hr
 - dd. Wood Caskets: What They Mean to Your Firm, Families and Finances – 1 hr
 - ee. Behavioral Style Selling 1.5 hr
 - ff. Cremation Management: Your Business is at Risk! – 1.5 hrs
 - gg. How to Improve Personnel Management in Funeral Service – 1.5 hrs
 - hh. Creating the Ultimate Funeral Experience Thru Questioning Strategies – 2 hr
 - ii. EPA/OSHA Compliance to Protect and Enhance Your Business – 2 hr
 - jj. How to Get More Business for Less Money – 1 hr
 - kk. The NEW Pursuit of Excellence – 1 hr

- ll. Discussion Forums: Cemetery Owners – 2 hrs
- mm. Discussion Forums: Cremation – 2 hr
- nn. Discussion Forums: Funeral Directors under 40 – 2 hrs
- oo. Discussion Forums: Women in Funeral Service – 2 hrs
- pp. Do It Yourself Desktop Publishing – 2 hr
- qq. Ronald Reagan's Funeral: A Lesson in Protocol – 2 hr
- rr. Closing Session: The Dream, The Struggle, Victory – 1 hr
- ss. Exhibits – 1 hr
- c. MKJ Marketing
 - 1. How to Effectively Meet the Needs of Today's Cost Conscious Consumer – 3 hrs
- d. Practicum Strategies
 - 1. Managing Stress for Funeral Professionals – 4 hrs
 - 2. Grief 101 for Funeral Directors – 4 hrs
 - 3. Job Burnout in Funeral Service – 4 hrs
 - 4. Universal Precautions: A Review for Embalmers & Funeral Directors – 4 hrs
 - 5. Business Morals & Ethics and the Funeral Director – 4 hrs
 - 6. Motivation and Coaching for the Successful Funeral Director – 4 hrs
 - 7. Stress in the Funeral Home Environment – 4 hrs
 - 8. Vanguard of Competition for the Funeral Profession - 6 hrs
 - 9. Hazardous Chemicals/Toxic Substances – 4 hrs
 - 10. Pre-Planning for Funeral Home Business Interruptions – 10 hrs
 - 11. The Grieving Process – 4 hrs
 - 12. The Funeral Profession and Consumer Behavior – 4 hrs
 - 13. Coping with Stress as a Funeral Director – 4 hrs
 - 14. Sacred/Sensitive . . .Sane – 4 hrs
 - 15. Funeral Values – 6 hrs
 - 16. Professional Ethics in a Changing Environment – 4 hrs
 - 17. Moral Dilemmas Facing the Funeral Profession – 4 hrs
 - 18. Dealing with Communicable Diseases/AIDS – 4 hrs
 - 19. Complying with the Funeral Rule – 4 hrs
 - 20. Investment Management for the Funeral Director – 4 hrs
 - 21. OSHA: A Practical Guide for Funeral Service – 4 hrs
 - 22. How Do We Tell the Children – 4 hrs
 - 23. Cremation: The Concept, The Client, The Caring – 4 hrs
 - 24. Cremation: The Process – 4 hrs
 - 25. Computers A-Z for the Funeral Home – 4 hrs
 - 26. Preneed Funeral Planning: A Basic Course – 6 hrs
 - 27. Introduction to Accounting for the Funeral Director – 4 hrs
 - 28. Understanding and Completing the Certificate of Death – 10 hrs
 - 29. Power Communications for Funeral Professionals – 4 hrs
 - 30. Marketing 101 for Funeral Directors – 4 hrs
 - 31. Intermediate Marketing for Funeral Directors – 10 hrs
 - 32. Ethics for Funeral Directors – 4 hrs
- e. Delmarva Funeral Service Association
 - 1. The Evolution of the Burial Vault – 4 hrs
 - 2. The Impact of Organ and Tissue Donation in the Funeral Home – 2 hrs
 - 3. How to Take Advantage of OSHA – 2 hrs
 - 4. Dover Air Force Base Mortuary Tour – 3 hrs

Board of Funeral Services – Continuing Education Committee
Meeting Minutes – September 28, 2005
Page 4

- f. International Cemetery and Funeral Association
 - 1. 2005 Fall Management Conference - 10/19-22/05 - 15 hrs
- g. American Society of Embalmers
 - 1. First Annual Meeting and Seminar – 4 hrs
- h. Selected Independent Funeral Homes
 - 1. 2005 Annual Meeting – 9/20-23/05 – 13 hrs
- i. National Guardian Life Insurance Company
 - 1. Funeral Planning and Insurance Workshop – 4 hrs

ADJOURNMENT

Mr. Herrington made a motion, seconded by Mr. Melvin, to adjourn the meeting at 9:30 am. The motion was unanimously carried. The next meeting is October 26, 2005.

Respectfully Submitted,

Dana M. Spruill
Administrative Specialist II